

WOODROW WILSON REHABILITATION CENTER POLICIES AND PROCEDURES	
Title: REHABILITATION COUNSELOR RESPONSIBILITIES	
Policy Number: 4.01	
Effective Date: 10/87	Page 1 of 12
Lead Department: COUNSELING	

OBJECTIVE

To provide for consistent, individualized and effective case management with all consumers and insure that each is fully informed and fully involved in the planning, implementation and/or modification of their program.

POLICY

It is the policy of WWRC that a Rehabilitation Center shall be assigned to each individual admitted to WWRC for a vocational training program. Specific functions and responsibilities are described in the Uniform Case Management System Manual.

Reviewed 10/6/93
Revised 6/97, 6/11
Reviewed 9/98, 9/99, 12/01, 6/02, 12/03

WWRC Division of Rehabilitation Counseling Policy and Procedures Manual

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PHILOSOPHY

Every individual has the right to live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion and integration in the economic, political, social, cultural, and educational mainstream of American society. (See Rehabilitation Act Amendment of 1992, October 1, 1992, Title I.)

Consistent with the policies of the Americans with Disabilities Act, case management services implementation includes: respect for individual dignity; personal responsibility; self-determination; and pursuit of meaningful careers based on the informed choice of individuals with disabilities; respect for the privacy, rights, and equal access of individuals with disabilities; inclusion, integration, and full participation of individuals with disabilities; support for the involvement of the family, advocates, or authorized representatives if desired or requested by the individual with the disability; and support for the individual and systemic advocacy and community involvement.

The philosophy of the WWRC Case Management (CM) system is founded upon the basic premise that all citizens of the Commonwealth, regardless of their mental, cognitive or physical capacity, have the right to work and to lead useful and productive lives. WWRC provides the comprehensive rehabilitation services that persons with disabilities often need to achieve their goals. The manner in which these services are provided can make the difference between dependence and independence.

The Rehabilitation Counselor/ (RC/) in partnership with the customer and sponsor is entrusted with the management of a variety of services in the form of human, facility and fiscal resources. The case management system must promote accountability for these resources. It is critical that these resources be used efficiently and be combined effectively in consultation with the sponsor, and in accordance with State and Federal regulations and DRS policy.

The CM System will provide the necessary guidance to the interdisciplinary team to ensure uniform CM practices. In order for this system to function effectively, the RC/ must be a competent, responsible, and caring professional. The RC/, as the team leader, is the individual who is ultimately responsible in working with the customer to ensure achievement of his/her rehabilitation goals. This system must promote continuity from pre-admission through employment and independent living and community placement. The case management system also promotes RC/ accountability and the positive life outcomes of individuals with disabilities who participate in WWRC services.

MISSION

In partnership with people with disabilities, WWRC provides and facilitates an integrated customer focused spectrum of services and develops/promotes innovations, access, education and services to empower customers to achieve greater economic self-sufficiency and optimum independence in community living. The Case Management System supports the Center's mission by providing a customer-driven environment which enables persons with disabilities to achieve their goals through a systematic and consistent interdisciplinary process, and by establishing and maintaining a process of needs assessment, individual plan development, implementation, monitoring, evaluation, and advocacy education, leading to achievement of the customer's goals. The Case Management System and Center missions in turn support the DRS mission of empowering individuals with disabilities to maximize their employment, independence and full inclusion into society.

CASE MANAGEMENT SYSTEM OBJECTIVES

- ⇒ To develop a strong partnership with individuals with disabilities to foster the development of personal responsibility in achievement of their rehabilitation goals.
- ⇒ To provide effective team leadership which promotes communication and continuity of day and evening services.
- ⇒ To seek and act on information for continuous quality and program improvement which promotes positive customer independent living and employment outcomes.
- ⇒ To control operational costs and customer stays.
- ⇒ To develop a strong relationship with sponsors.
- ⇒ To promote and model customer self-advocacy and personal responsibility.

INTERDISCIPLINARY TEAM

The Rehabilitation Counselor is the leader of an interdisciplinary team which consists of the customer, rehabilitation counselor, family, sponsor, and all necessary WWRC staff to assist the customer in achieving program goals. It is the responsibility of the rehabilitation counselor to provide team leadership and facilitate communication; and ensure that service goals are consistent with the customer's rehabilitation goal. The rehabilitation counselor is also responsible to ensure that team meetings are conducted in an efficient and effective manner that maximizes resources and coordination of services.

REHABILITATION COUNSELOR/SOCIAL WORKER ROLE

The Rehabilitation Counselor (RC) serves a vital role throughout the rehabilitation process. The responsibilities of the RC/ clearly indicate that he/she must possess solid rehabilitation knowledge, in-depth payer knowledge and expertise, and a seasoned judgment to balance the diverse, often conflicting goals, of the customer, sponsor, and WWRC professional staff. The RC must perform his/her duties in an impartial manner. The RC must obtain the trust of, maintain credibility with, and be viewed by all parties involved in the rehabilitation process as an independent resources who is an integral member of the rehabilitation team.

In partnership with the customer, this individual is responsible for the total rehabilitation program. The RC/ coordinates and leads the interdisciplinary team, and makes the decisions with the sponsor, customer and team regarding services to be provided and the sequencing of the services. The authority for the purchase of services at WWRC is through this person who coordinates with the sponsor. He/she generates the interdisciplinary service plan and negotiates it with the customer, sponsor and team. The RC/ ensures that each discipline's goals and plans support the IPE. The RC/ also provides career guidance and counseling, as well as basic supportive and adjustment counseling.

The RC/ ensures communication and coordinated service provision between day and evening services.

The RC/ is responsible and accountable for: the financing and management of each case; knowledge of insurance products and financing options. An essential component of this responsibility involves establishing a strong rapport with sponsors.

The RC/ promotes self-advocacy by providing information, training in self-advocacy, coaching, referral, modeling effective strategies and protecting rights. Advocacy is active support that ensures knowledge of and protection of rights and independent exercise/ of responsibility in decision making. Advocacy is based on customer rights and the Woodrow Wilson Rehabilitation Center Shared Values.

SYSTEM COMPONENTS

1. Outreach/Marketing

Assist WWRC in marketing and outreach activities to enhance utilization and improve the pre-admission planning process by:

- ⇒ Visiting field for networking (Liaison Program).
- ⇒ Attending professional organization and advocacy group meetings and making presentations to promote WWRC services.
- ⇒ Participating and exhibiting at statewide conferences as an adjunct to marketing.
- ⇒ Assisting in identification of potential employment placements through participation on Occupational Skills Training Advisory Committees and community visits.

2. Pre-Admission Plan Development Process

Initiate linkage with customer and sponsor prior to admission to ensure service integration through identification of customer and sponsor goals, needs and service availability by:

- ⇒ Reviewing assigned service authorizations.
- ⇒ Meeting with potential customers upon request.
- ⇒ Providing written and verbal information in order to prepare customers for their Center program.
- ⇒ Providing feasibility consultations.
- ⇒ Contacting customer/sponsor to obtain missing data and clarifying questions raised during pre-admission review.
- ⇒ Establishing preliminary discharge plans prior to admission.
- ⇒ Contacting customer and sponsor to develop a plan of services based on individual needs and outcome goals
- ⇒ Completing Pre-Admission Planning by reviewing background, history, needs, and referral questions. Distributing Pre-Admission Plan to interdisciplinary team members.
- ⇒ Identifying and confirming sponsorship options for requested services prior to admission
- ⇒ Reviewing and identifying needed services, confirming their availability, sequencing the services, and planning intervention strategies prior to arrival.
- ⇒ Completing appropriate referrals for other services prior to admission.
- ⇒ Prior to admission, chairing interdisciplinary staffing, as needed, for clients with complex needs.

3. Intake/Orientation/Initial Service Plan Development

Completes intake and orientation process to confirm goals, ensure understanding of service provision, and communicate any additional information to service providers by:

- ⇒ Conducting intake interview with customer and/or family reaffirming customer goals on day of admission or first working day after admission.
- ⇒ Providing information to interdisciplinary team obtained in initial interview.
- ⇒ Addressing initial customer and family concerns and providing feedback.
- ⇒ Coordinating and confirming initial pre-plans across all disciplines including evening services.
- ⇒ Ensuring orientation of student to WWRC and program on day of admission to include scheduling and monitoring student's orientation program, attendance at orientation sessions, and an overview of Center services as well as customer rights and responsibilities.
- ⇒ Confirming customer goals and communicating discharge planning needs and any funding changes to the sponsor.
- ⇒ Reviewing referrals developed in pre-admission activity and ensuring appropriate referrals have been forwarded to service providers.

4. Service Plan Review

Leads interdisciplinary service plan reviews through a continuous quality improvement process to ensure appropriateness of the plan, coordination and provision of services by:

- ⇒ Establishing and facilitating an individualized schedule of team meetings throughout customer's program as deemed necessary.
- ⇒ Reviewing feasibility of WWRC services with customer, interdisciplinary team and sponsor. (6 week progress review report).
- ⇒ Coordinating interdisciplinary input to establish team goals consistent with the rehabilitation objectives.
- ⇒ Verifying changes in Plan with sponsor; prior to implementation if funding approval required.
- ⇒ Communicating the Plan review results with the family, if appropriate.
- ⇒ Coordinating community integration and employment planning in conjunction with the sponsor, family, and other significant stakeholders.

5. Provision, Coordination, and Monitoring of Planned Services

Coordinates, refers, and ensures provision of interdisciplinary services and comprehensive rehabilitation program in a timely fashion and according to the Pre-plan Plan by:

- ⇒ Initiating Medical Charge Capture and Request for Services not previously identified.
- ⇒ Following-up on Medical Charge Capture and Request for Services to ensure that referral was received and assigned by service area, and completing action required addressing untimely responses to referrals.
- ⇒ Ensuring that customer keeps assessment appointments so that assessments can be completed in a timely manner and necessary services are identified.
- ⇒ Following-up on assessments after the completion of the assessment to determine outcome of assessment.
- ⇒ Clarifying and addressing issues initiated by customer, service area, or sponsor.
- ⇒ Assessing financial feasibility for any additional services recommended..
- ⇒ Regularly reviewing each customer's progress to determine if goals and objectives are being met, and to monitor cost effectiveness of the program.
- ⇒ Facilitating team meetings to review modifications of consumer's program as needed.
- ⇒ Providing assistance, support and resources to the team in the development of behavioral intervention strategies and working in conjunction with behavioral specialists.
- ⇒ Disseminating information to interdisciplinary team.
- ⇒ Monitoring and approving/disapproving all expenditures for customer services and equipment to ensure compliance with sponsor and agency policy.
- ⇒ Meeting with family and/or customer, as requested, regarding issues related to making an adequate adjustment to the environment.
- ⇒ Maintaining ongoing involvement of customer, sponsor, and family, if appropriate, and informing sponsor and family of program status and progress, as appropriate.
- ⇒ Notifying sponsor of leaves/discharges as agreed upon.

6. Counseling and Consultation

Promote the customer's personal responsibility and self-advocacy in achieving their individual and rehabilitation goals through an effective communication process which ensures consumer choice through informed consent by:

- ⇒
- ⇒ Providing individual and group counseling sessions and family interaction in coordination with Psychologists, Mental Health Counselors, and Psychiatrist.
- ⇒ Acting as an advocate for the customer, sponsor, and family.
- ⇒ Developing counseling objectives to include needs, goals, progress, and outcomes.
- ⇒ Counseling with the customer in conjunction with rehabilitation team regarding vocational planning and rehabilitation program issues; facilitating problem solving and planning; and consulting with other professionals, the sponsor, and the family.
- ⇒ Adjusting work schedule to meet customer needs.
- ⇒ Assessing self-advocacy needs and developing self-advocacy goals.
- ⇒ Intervening and coordinating resources for crisis situations.

- ⇒ Meeting with each customer on a regular basis and documenting any changes or program issues.
- ⇒ Providing counseling for customer and family regarding community reintegration and employment planning, as needed.

7. Documentation and Confidentiality

Documents all rehabilitation counseling activities such as problem solving decisions and their rationale, consultation given and received, approvals needed and obtained, contacts with others regarding the customer's program, at a level that will allow follow-through in the counselor's absence and which is consistent with WWRC Records Management Confidentiality policies and procedures by:

- ⇒ Documenting extent of customer understanding of information communicated.
- ⇒ Documenting orientation and instruction to customer regarding WWRC Records Management Confidentiality policies.
- ⇒ Arranging and documenting customer access to their records when customer request for record review is made.
- ⇒ Advocating maintenance of customer confidentiality and addressing any breach.
- ⇒ Ensuring written informed consent is provided by customer prior to release of information and records.
- ⇒
- ⇒ Ensuring that AWARE transactions are entered accurately and in a timely manner.
- ⇒ Ensuring that consumer information is correct in AWARE.
- ⇒ Generating integrated discharge report and other forms as required by WWRC Policies and procedures.

8. Community Integration and Employment Planning

Coordinates/implements community integration and employment planning with the customer, sponsor and family as a result of ongoing interdisciplinary team input to address vocational, social, job seeking, independent living skills by:

- ⇒ Scheduling and chairing a discharge meeting prior to discharge.
- ⇒ For an unplanned discharge, providing sponsor with information about customer's functional abilities and community integration and employment needs.

9. FOLLOW-UP

Communicates with customer and sponsor to facilitate the success of the community integration and discharge plan, and provides consultation to address any identified issues by:

- ⇒
- ⇒ Addressing any sponsor, family, or customer issues regarding Center or community services, as needed.
- ⇒ Reporting follow-up information to Interdisciplinary Team for their records; and communicating any planning refinements, in the service delivery area, to the Service Line Manager.
- ⇒ Documenting customer and family follow-up information for the chart as needed.

10. Program Evaluation and Outcome Management

The Unified Case Management Steering Committee ensures a unified Rehabilitation Counselor system and the achievement of the case management system goals through measurement of identified efficiency, effectiveness and satisfaction standards by:

Case Management Supervisors - responsibilities:

- ⇒ Reviewing feedback from the Center's Records Management Committee that functions as an external quality assurance group.
- ⇒ Developing and implementing consistent and unified program evaluation process.
- ⇒ Using results of audits and observations to review and modify the case management system annually under the direction of the Director of the Rehabilitation Division.
- ⇒ Hiring, orientation, training, performance planning and evaluation supports achievement of case management service standards.
- ⇒ Consistent application of case management philosophy and policies.
- ⇒ Attainment of goals at or above target levels.
- ⇒ Responding to events that may indicate system breakdown.
- ⇒ Attending plan development, progress reviews, team and case conference meetings to assure quality planning and service delivery.
- ⇒ Reviewing on quarterly basis three cases (one active; two closed) for each counselor to ensure compliance with established case management standards.
- ⇒ Discussing results of the audits and observations with each counselor to reinforce/ or modifies performance.

Rehabilitation Counselor/ Responsibilities:

- ⇒ Optimize service outcomes.
- ⇒ Ensures timely, appropriate service delivery.
- ⇒ Ensures consistent customer participation, timely response to customer requests and effective facilitation of due process.
- ⇒ Ensures timely, accurate, complete, objective documentation.